mHero Feedback Loop Reference Guide

This document can be used before and/or after workflow development to coach a Requestor through post-workflow communication, or feedback with health workers.

Incorporating Feedback
The process of providing information back to health workers through SMS.

Decision Support	Analysis of Health Worker Responses
Using mHero to support health workers in making a decision: Examples: - A health worker initiates a 'stock out' workflow and receives instructions from the MOH on how to change dosing to accommodate the stock out. - A quiz workflow that tells health workers the right answers after they respond, even if the decision isn't occurring at the time of receiving the SMS.	Analyzing responses from health workers to send back aggregate (consolidated and analyzed) data or rankings. Examples: - Sending a follow up workflow that states the results of analyzed data, such as "45% of the health workers who responded to our SMS desire more training around best practices for distributing oral rehydration salts and 23% desire more training on the use of Vitamin A."

Types of Feedback Loops that We Have Identified
These are the feedback loops that we have identified from our recent experiences. We will keep adding to this list.

- **Feedback Loops for Knowledge Assessment Type Workflows:**
  - During the flow:
    - If the health worker answers incorrectly, we will send back a message with the correct answer before moving them on in the flow.
  - After the flow is complete:
    - Send back aggregate data analysis about results on how many people responded correctly or incorrectly.
    - Send back results on what counties responded the most.
    - Send back results on which counties responded correctly.

- **Feedback Loops for Data Collection:**
  - Send a message back to the health worker after the flow is complete (this can be a couple of days later even- not immediately):
    - **Information on how the data will be used by the Unit** that requested the information.
    - Send back **aggregate data analysis on how people responded**.
    - Send back **results on what counties responded the most**
  - **Send advice back to the health worker based on their responses to questions.** This one will be the most complicated but probably the most exciting and important.

- **Unofficial Feedback Loop:**
  - While this is not an official feedback loop, we should look at Use Cases that have more than one workflow (such as SCMU or Quality Improvement) and send a **Thank You** back to these health workers after the workflow has been completed, a couple days later to encourage them.
  - We cannot use this in our data on feedback loops, but this is included because this document will be our reference for post-workflow interaction with health workers.